

CITY WORKS



NEWSLETTER FOR THE EMPLOYEES OF THE CITY OF KNOXVILLE

Cramped Quarters at KPD: 'We've Turned Closets Into Offices'



**Deputy Police Chief
Cindy Gass**

Deputy Police Chief Cindy Gass, like many KPD veterans, has a deep personal history with the quirky, sometimes crumbling and often temperamental 49-year-old Safety Building.

But that doesn't mean she'll shed many tears when it comes time for KPD to move

with the Fire Department to a new, modern, functional shared headquarters building.

"This building is like a second home to me," says Gass, who joined the Police Department in 1979. "In fact, I spend more time here than at home."

Lately, since Mayor Madeline Rogero proposed a new headquarters building, Gass has been giving tours of the Safety Building to reporters, City Council members and others. Gass heads up KPD's Management Services Division.



Original boiler system

That the building is obsolete and outdated isn't in much dispute.

First of all, there's simply no room in the Safety Building, 800 Howard Baker Ave. KFD moved out years ago to ease the space crunch, and KPD has seven separate facilities away from the Safety Building. (The City spends about \$237,000 a year to lease outside space for Police and Fire operations.)

When the building opened five decades ago, KPD had 219 officers and civilian employees. Now, employees number about 500.

Water leaks through broken seals, and there's water damage to the concrete and cinderblock that can't be repaired.



Water damage on ceiling

Power capacity is an issue. Plug in a computer? Anticipate a fuse blowing.

"They used typewriters and radios in 1969 – there were no computers," Gass says.

In the bowels of the building, the antiquated, original boiler system requires an almost daily restart. The backup system is kaput. (The system, even on a good day, is inefficient. It literally warms the building by boiling water and distributing steam.)

And the building is not nearly as large as it appears from the exterior. That's because an

**JUNE 2018
VOLUME 7, ISSUE 3**



**CITY OF
KNOXVILLE**

www.knoxvilletn.gov

EMPLOYEE ANNIVERSARIES

10 YEARS

Malcolm Allen
Erica Behning
Robert Cheatham
Jennifer Daye-Graham
Adam Edger
LaDonna Gosney
Jeannine Hager
Keri Anne Henley
Michael John Hill
Dustin Hinshaw
Shannon Johnson
Joshua Owen Jordan

See Safety Building, Page 5

Mayor's Message



Mayor Madeline Rogero

Welcome to summer and to the latest edition of City Works! In this issue you can take a look behind the scenes at KPD's Safety Building, as Deputy Chief Cindy Gass explains the need for a new headquarters. You can also get to know Charlie Thomas, who runs the City's Solid Waste Management Facility – he has seen a lot of interesting debris come in over the years. Plus, there are some summer safety tips and news and notes from many of our departments.

I hope you all have a wonderful summer. Don't forget to come out and join the fun at World's Fair Park at our annual Festival on the Fourth!

Follow the Mayor:

-  [Facebook.com/MayorRogero](https://www.facebook.com/MayorRogero)
-  [Twitter.com/MayorRogero](https://twitter.com/MayorRogero)

EMPLOYEE ANNIVERSARIES

10 YEARS

- Thomas Manning
- Rosemary Nichols
- Brandon Paul Phillips
- Timothy Adam Pittman
- Jemina Mariana Plante
- Ryan Scott Reid
- Andrew Lloyd Smith
- Matthew Perry Speights
- Michael Raymond Stair

15 YEARS

- Karen Mitchell
- Jackie Roberts
- Eric White

20 YEARS

- Michael Dunthorn
- Jason Hill
- Carol Runyan
- Joshua Andrew Shaffer
- Timothy Wayne Williams

25 YEARS

- Timothy Huddleston
- Michael Ishibashi
- John Eddie Tillett

40 YEARS

- Danny Cureton

Department News & Notes

PUBLIC WORKS

Look for the hashtag **#KnoxvilleJobDone** to start appearing regularly throughout the City's tweets and social media posts – it's a way of letting residents, business owners and other stakeholders know that City crews are taking care of business.

For example, following a violent and sudden June 3 storm, Public Service crews the next day quickly responded with extra staffing and equipment to clean up brush and haul off fallen trees. Eleven trucks were dispatched to parts of North and East Knoxville, and the Service Area 6 West Knoxville team shifted over to help in the hardest-hit neighborhoods. An extra 30,000 pounds of brush was collected. Here are a few photos from the cleanup: <https://bit.ly/2y106S6>.



City Public Works Service Center

Chapter of the American Institute of Architects (AIA), presented at the 2018 Design Awards Gala.

The 45,560-square-foot building, opened in 2016, houses 325 employees from the City's Public Service and Engineering departments, as well as the City's employee health center. Located off of Loraine Street, the building also has a covered bus stop on Knoxville Area Transit's Route 13 Beaumont bus line. It features two community spaces, which can host public meetings of neighborhood and nonprofit groups. (As of the award presentation, 389 community meetings have been held here.) The state-of-the-art facility is a contender for the silver level LEED (Leadership in Energy and Environmental Design) certification with its geothermal heating and cooling system, green roof and permeable brick pavers to filter water runoff.



Public Service crews are taking care of city business #KnoxvilleJobDone

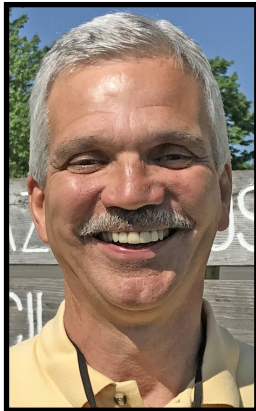
The City's Public Works Service Center in April received a design award from the East Tennessee

See Department News, Page 6

10 Questions with Charlie Thomas

The Public Service Department's Solid Waste Management Facility on Elm Street processes, on average, more than 39,000 tons each year. (The Titanic weighed about 52,300 tons, to put things in perspective.)

The waste intake at Elm Street ranges from common household materials to extreme wastes, including explosive liquids. There's a crew of 13 staff that manages this facility, and Charlie Thomas, City Waste Facility Manager, oversees the entire operation. Here are 10 questions that give insight into their daily experience.



Charlie Thomas
City Waste Facility
Manager

1. How long have you been with the City and can you describe your role?

I've been with the City of Knoxville for nine years. I'm currently serving as the Waste Facility Manager. I oversee all operations of the Solid Waste Management Facility, which includes the Transfer Station and the Household Hazardous Waste Facility. I started with the City in 2009 as Household Hazardous Waste Technician. I have a background in environmental health and safety and was the City Safety Inspector for three years. My experience really prepared me for this position I hold now.

2. Can you describe the nature of business at the Solid Waste Management Facility?

We are a public facility that intakes construction debris and garbage from residents and businesses. A lot of contractors like roofers and home remodelers come in to us. Our site is conveniently located at the intersection of two major interstates, so we stay busy! We offer a drive-up service with a clean asphalt surface for drop-off as opposed to the landfill. We ship out 130-140 tons of waste per day, including carpet, metals, and tire recycling. During higher construction times, the lines will be out the gates. Many small businesses depend on us being open. Even in bad weather, business goes on for us here, as we are one of the essential City functions!

3. Where are you from?

I was born and raised in Knoxville. I went to Fulton High School and then Pellissippi State. I worked for Robert Shaw Controls for 21 years. They were located where the University Commons is today. Ironically, after the 14-acre facility closed down, I was contracted to take the buildings down. There's still a silo standing there today as a reminder of what once was. It was truly bittersweet to take down buildings that

had been there for 100 years and where I had spent so much of my career.

4. Can you tell a little bit about your family?

My wife and I went to school together. We double-dated a lot but didn't date each other until after school. In June, we will have been married for 39 years. Our two sons went to Bearden and graduated from the University of Tennessee. Our oldest has two sons, 4 and 2 years old.

5. How have things been since the fire that happened at your facility in March?

It's been relatively business as normal. We were closed one day, but we're now back up to full capacity. Most of the damage was cosmetic, with some needed lighting repairs. That call about the fire was our worst nightmare – you never want to get that call! We think a lithium ion battery was ignited. There were four tons of books that had come in that afternoon, so that compounded the fire. We were very, very fortunate – things could have been much worse if it wasn't for an alert from the sign shop guys in Traffic Engineering who noticed the fire and the quick work of the Knoxville Fire Department.

6. What are some of the most notable items that have been brought in?

We intake everyone's trash, so you get a glimpse at people's everyday lives. We've had boats...hot tubs...You can imagine that any and every item that someone would want to get rid of comes through here. Probably the most interesting story was that we had a bunch of live skunks come in after hitching a ride on the back of a truck. They were alive when they went in the compactor and alive when they were brought here. When the guy opened the trailer door – here they came! All parties were certainly surprised!

7. Those are everyday trash items that come through the Transfer Station, but what sort of items come through with a Household Hazardous Waste (HHW) facility?

We had a container of picric acid brought to HHW, which is an explosive. They didn't know what they had. The truth is, most people don't know how to properly dispose of materials like this, and if they don't bring it here, there's really no other place for them to turn. We get a lot of mercury coming in (from thermometers). We receive just about any hazardous material you can imagine in your home: drain cleaners, bleaches, and acids. There's a real need for our HHW facility's presence, as we are just one of four in the entire state. In fact, we just received state grant to expand with a mobile unit so that we can go to the far reaches of Knox County where people don't have convenient HHW facilities.

BEACH SAFETY TIPS FROM RISK MANAGEMENT

If you're taking a summer beach vacation, be sure and also take these safety precautions:

- If you stay in a motel/hotel, do not leave your valuables unattended when going to the beach. Secure valuables in a hotel safe. Do not leave valuables unattended on the beach.
- Swimming in the ocean requires different skills, so before you get your feet wet, it's best to learn how to swim the surf.
- No one should use any type of floatation device unless they are able to swim.
- Don't dive headfirst – protect your neck. Check for depth and obstructions before diving, and go in feet first the first time.
- Stay at least 100 feet away from piers and jetties. Permanent rip currents often exist near these structures.
- Check to see if any warning flags are up or ask a lifeguard about water conditions, beach conditions, or any potential hazards.
- Rip currents are hazardous. If you see a current of choppy, off-colored water extending from the shore, steer clear as 80 percent of drowning deaths are due to rip currents.
- When in the water or near the water line (where the water hits the shore), never put your back to the waves.
- Among drowning-related injuries of people aged 15 years or older, almost 22 percent were alcohol-related.
- Be sure to bring a pair of shoes with you in case the sand gets unbearably hot.
- The conditions, rules and intricacies of each beach vary from place to place.

Remember: Everyone is a risk manager!

Fire Hall Overhaul: Public Service Crew Showcases its Craftsmanship with Wood

The Facilities Crew in the Public Service Department recently helped with the retrofitting at Fire Station Nos. 7 and 12. Using reclaimed wood, the crews custom-built bed frames, lockers and sliding barn doors.



Facilities Foreman Bill Hinton and Senior Firefighter Cory Darnell talk over the details of a door installation.

The results are amazing! Showcasing their craftsmanship, the Facilities staff sanded down, stained and rehung all of the wood pieces. At Fire Station No. 12, the crew even repurposed an original ladder into a decorative wall shelf.

If you get the chance, be sure to congratulate our Facilities Crew staff on their handiwork. The fire station upgrades are great examples of the skill and careful attention to detail that the crew demonstrates on projects every day.

- Kathleen Gibi



Custom-built bed frames



Original ladder repurposed as wall shelf

10 Questions, from Page 3

8. How many employees do you have working for you, and can you tell us a little about your staff?

Our staff includes two HHW technicians; one scale operator; four truck drivers; four equipment operators; and one foreman. We're different from other City crews in that we're here together all day (as opposed to crews dispersing throughout their assigned zones). Our team is a good mix of personalities – we have fun – and it's good because we are confined in one space all day. I'd say we're more like family and look after each other. Our team definitely makes this operation much, much easier!

9. What is your schedule like?

We work 45 hours a week, but it's spaced out between staff as we are open on Saturdays from 7 a.m. in the morning to noon.

10. What do you like to do in your spare time?

I like a good do-it-yourself project. I used to be a cabinet maker years and years ago and that carried over, I guess. On the way home in the afternoons I stop at Lakeshore Park and walk to decompress. It's a peaceful time and I really enjoy it. It takes the edge off before I get home. On weekends, we go to church and visit with grandkids and family. It's a good life. Grandchildren change your whole outlook. They're the neatest thing in the world!

- Kathleen Gibi

UPCOMING HEALTH EDUCATION CLASSES

06/21/18 at 11 a.m., Safety Building Training Room, *Harmful Effects of Low Carb Diets*

06/25/18 at 2 p.m., Public Works Center Community Room, *How Sleep Affects Your Health*

06/26/18 at 1 p.m., City County Building Room 549, *Lessons from the Blue Zone: How to Eat for Longevity*

07/17/18 at 11 a.m., Safety Building Courtroom, *The Real Cause of Addiction*

07/17/18 at 2 p.m., Public Works Complex Community Room, *The Real Cause of Addiction*

07/19/18 at 12 p.m., City County Building Room 549, *Conflict Resolution*

07/25/18 at 1 p.m., City County Building Room 549, *How Stress Affects Your Health*

To sign up for classes please visit www.knoxvilletn.gov/employees and click on "Class Signup" or call The Center at 215-6150.

Happy Trails

Chris Howley, Stormwater Engineering Chief, explored the Appalachian Trail for 7½ days in May. He and his daughter, Kayla, 22, hiked 127 trail miles – 362,311 steps – in all.



Chris Howley with his daughter Kayla

Peter Ahrens, Director of Plans Review and Inspections, and his son, Abe, 15, joined the Howleys about halfway through the trip after Abe's school let out for the summer.



Peter Ahrens with his son Abe

Along the way, they saw a family of black bears (a mother and two cubs), hundreds of orange salamanders, chipmunks, box turtles, a timber rattlesnake, and several other snakes.

The group hiked while carrying gear for basic needs. Their load included a backpack, tent, sleeping bag, mattress, stove, cooking kit and food essentials.

- Kathleen Gibi

Safety Building, from Page 1

entire floor is a former jail, used to house prisoners up through the 1980s.

That jail floor is used for evidence storage. It's simply too expensive to retrofit the bars and thick concrete walls into useable office space.



Original jail floor, now used for storage

"We've utilized every square foot of space in this building, trying to extend its lifespan," Gass says. "We've even turned closets into offices."

When there's a mass roll call, there's no place large enough to house the officers from multiple shifts. They wind up standing outside the door.

Meanwhile, Fire Chief Stan Sharp is looking forward to rejoining his peer Police Department emergency responders at a shared headquarters. He sees many of the same

service-delivery and efficiency advantages cited by KPD and others.

"This will allow us to move out of rented space into a modern City-owned facility," Sharp says. "It will allow us to streamline and improve our operations by combining some of our facilities and having more of our staff in a single location.

"A combined facility with KPD will provide many efficiencies, including having some shared spaces and improving collaboration and communication with KPD staff."

In her April 27 State of the City Address, Mayor Rogero proposed a new \$40 million combined Fire and Police headquarters "that will meet the modern and professional needs of both departments. As we make this significant new investment in public safety and our uniformed officers, we want that investment to make a positive contribution to the surrounding community."

The Mayor proposed a partnership with Knoxville College, in which the City would gain site control of a rear portion of the campus, demolish blighted vacant dormitories and redevelop the site as a new public safety headquarters.

The current Safety Center site off Howard Baker Avenue would be privately redeveloped by Jim Clayton and his family as a \$150 million state-of-the-art Science and Discovery Museum.

- Eric Vreeland

FITNESS CLASSES - CITY COUNTY BUILDING

MONDAYS

- 6:00 AM Group DVD Class w/Carol - FREE
- 12:00 PM Body Strengthening w/Kent - FREE
- 12:30 PM Light Stretch / Flexibility w/Kent - FREE
- 1:00 PM Line Dancing Aerobics w/Kathy \$10 month/\$3 class
- 2:00 PM Group DVD Class w/Amy - FREE
- 3:30 PM Group DVD Class w/Jennifer - FREE
- 4:40 PM POUND® Class w/Ginger - FREE

TUESDAYS

- 12:30 PM Vinyasa Flow Yoga w/Leslie - \$10
- 1:30 PM Group DVD Class w/Amy - FREE
- 4:00 PM Vinyasa Flow Yoga w/Leslie - \$10

WEDNESDAYS

- 6:00 AM Group DVD Class w/Carol - FREE
- 12:30 PM One-on-One Thai Yoga w/Leslie \$30 per 40 min.
- 1:30 PM Group DVD Class w/Amy - FREE
- 3:30 PM Group DVD Class w/Jennifer - FREE
- 4:40 PM POUND® Class w/Ginger - FREE

THURSDAYS

- 11:30 AM Group DVD Class w/Amy - FREE
- 12:30 PM One-on-One Thai Yoga w/Leslie \$30 per 40 min.
- 1:30 PM One-on-One Thai Yoga w/Leslie \$30 per 40 min. Session
- 3:30 PM Group DVD Class w/Jennifer - FREE

Department News, from Page 2

“This award is a great tribute to all of the partners that collaborated on this project, ultimately improving City services and beautifying the area,” said David Brace, Deputy to the Mayor and COO. “We wanted our staff to operate from a building that mirrors the high caliber of services we provide.”

KAT

KAT bus operators and maintenance personnel showed off their skills to their peers and others earlier this month at the annual KAT Bus Rodeo at Chilhowee Park.



Dawn Distler, Director of Transit, presents the First Place trophy in the KAT Bus Rodeo to Dean Pruitt

The event featured a challenging obstacle course, with operators maneuvering 40-foot buses through tight spaces and KAT’s mechanics identifying an engine problem while the clock was ticking.

First Place Rodeo winners for 2018 were: Dean Pruitt in the 40-foot bus competition; Tina Hayes in the van competition; and Justin Woodby, who won both the bus and van maintenance competitions.

A new award, the Rookie of the Year, went to John English, a bus operator who has shown outstanding customer service and dedication in his first year.

311

Knoxville’s 311 Center for Service Innovation was recognized again nationally at CS Week. Atlanta 311 is the 2018 winner of the CS Week 311 Award of Excellence, while Knoxville was the 2018 award finalist.



The award salutes both cities’ customer service centers for their consistent customer-focused approaches to improving delivery of municipal services. Knoxville is the only city to have been recognized twice, having won the overall top award in 2014.

FINANCE

Congratulations on being awarded – for the 32nd year in a row – the Certificate of Achievement for Excellence in Financial Reporting by the Government Finance Officers Association (GFOA).

Three bond rating services – Fitch, Standard & Poor’s, and Moody’s Investors Service – have independently reaffirmed the City’s best-ever credit ratings. The services cited the City’s strong financial management. So kudos again to the Finance Department for its staff expertise!

The bond rating reaffirmation came as the City seeks to borrow up to \$15.6 million to retrofit the City’s nearly 30,000 streetlights with light-emitting diodes (LEDs) – a move that will cut in half the approximate \$4 million that the City spends annually to operate and maintain the streetlight system. With anticipated energy and maintenance cost savings of \$2 million each year, the project will pay for itself in less than a decade while the City surpasses its goal of reducing municipal greenhouse gas emissions by 20 percent by 2020.

POLICE

Congratulations to Lt. Sammy Shaffer – who was promoted on June 15 – for being recognized for his second Officer of the Year award.



Police Chief David Rausch and Mayor Madeline Rogero present Lt. Sammy Shaffer with his second Officer of the Year award.

Other honorees at KPD’s April 10 awards and appreciation luncheon: Janice Woodard, the 2017 Employee of the Year; Joseph Sheppard, Explorer of the Year; Officer Jay Williams, Purple Heart award; Lt. Vince Ayub, special recognition for his Honor Guard service; and Investigator Jason Booker, the second recipient of the Mike Waggoner Leadership Award.

FITNESS CLASSES - CITY COUNTY BUILDING

FRIDAYS

- 6:00 AM Group DVD Class w/ Carol - FREE
- 11:00 AM One-on-One Thai Yoga w/ Leslie \$30 per 40 min.
- 12:00 PM Vinyasa Flow Yoga w/Tiny - FREE
- 1:00 PM Group DVD Class w/Amy - FREE

All classes are at City County Building in Room L217. Classes are subject to change, please call 215-2111 to verify schedule.

FITNESS CLASSES - PUBLIC WORKS SERVICE CENTER

TUESDAYS

- 1:00 PM Line Dancing Aerobics w / Kathy, \$10 month/\$3 class

Classes at Morris Ave. are held in Zone 1 Room or Community Room. Classes are subject to change, please call 215-2111 to verify schedule.

Festival on the 4th Fun Coming Soon!

Make plans to join us at the City's largest special event of the year, Festival on the 4th! Wednesday, July 4, is the day to bring your friends and family to the World's Fair Park for live music, games, and food vendors, all starting at 4 p.m.

New to the Festival this year is the Home Federal Bank Family Fun Stage. The Home Federal Family Fun Stage will feature live entertainment with new and exciting interactive fun for the whole family taking place inside the Amphitheater from 4 p.m. - 7:45 p.m.



The Knoxville Symphony Orchestra will perform traditional favorites starting as darkness falls at 8 p.m. and the best fireworks display of the year lights up the night starting at 9:35 p.m.

As always, admission is free. Bring your own chairs and blankets.

And if you see Judith, Kyndra or Elaine—our champion Special Events team—give them a high-five for another job well done.

Learn more at <http://www.knoxvilletn.gov/4th>.



Department News, from Page 6

A large crowd gathered May 18 at the Knoxville Civic Coliseum for the annual Knoxville-Knox County Peace Officers Memorial Service to honor the service and sacrifices of local law-enforcement officers.



Rose presentation at the Peace Officers Memorial Service

In 1962, President John F. Kennedy signed into law a designation of May 15 as National Peace Officers Memorial Day and the week including May 15 as National Police Week. Locally, the annual service recognizes the dedication and professionalism of Knoxville police officers, and local law-enforcement officers who have passed

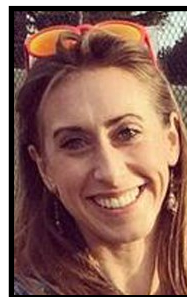
in the last year are remembered. Their colleagues and family members place a red rose in their memory in the center of a memorial wreath.

To see photos from the memorial service and a list of officers who have recently passed, visit <https://bit.ly/2sOoMrm>.

NEIGHBORHOODS

Welcome Eden Slater to the City's Office of Neighborhoods. She's succeeding Debbie Sharp as Assistant Neighborhood Coordinator. Sharp is being promoted to Neighborhood Coordinator in mid-June following the retirement of David Massey.

As a member of AmeriCorps, Slater worked full-time in the Office of Neighborhoods from mid-2012 until mid-2013, then worked in the Community Development Department until early 2014. For the last three years, she's been the coordinator of CAC's Retired and Senior Volunteer Program (RSVP). Welcome back to the Office of Neighborhoods, Eden!



Eden Slater

NEWSLETTER CONTACT INFO

If you have a story idea or an employee you would like to see interviewed for 10 Questions please contact:

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